AMERICAN FORK LIBRARY

TECHNOLOGY PLAN

2005-2007

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I.   Mission

Our mission as the American Fork Library is to encourage our community to become familiar with and use current and future technology. We will assist residents in acquiring the necessary skill to compete in the classroom and workplace.

To reach our goal, the library must acquire the tools that are necessary to enable the community to gain access to the information available.

II.   Introduction

American Fork City has had a library since December 1890. The new 38,000 square foot building was completed in April 2000. It is staffed by five full-time librarians and 13 part-time library clerks and pages. The library is the only library in the state of Utah open to the community 72 hours per week. The American Fork library serves a population of 25,000 and more in a growing community and surrounding county and smaller communities.. The City funds the library from its General Fund. The collection is the largest in North Utah County with 94,000 volumes.

The building houses a "Technology Room" on the second floor. This room has 13 PC workstations networked for the Internet, word processing, reference databases and printing. The building is wired throughout with category 5 Ethernet wire and extra conduit is in place for future expansion. There is also a word processing station outside of the Technology Room which is connected to its own printer.

The potential of outside access to our database would greatly enhance our service to the community. We answer many calls daily from people inquiring as to what items we have and the availability of these items. With Web capability, items could be found and if not readily available, holds could be placed for future use. Patrons could also access other libraries, both public and academic, to locate items needed.

Public access to the Internet as well as word processing and spreadsheet programs is of great value to the community as a whole and is a tremendous tool for those who do not have access to computers. Our plan targets the moderate to low income families in the community, especially the

adults, since they do not have the opportunity to get hands-on experience through the schools. This service offered by the Library is used very heavily from the time the room is opened in the morning until it is closed at night. After school hours are particularly busy as students from public schools and college use the computers for their research and assignments.

To fulfill its mission and reach its goals, the American Fork Library and staff will provide to the community access to the latest in computer technology and encourage computer literacy. The community will be encouraged to broaden its horizons by becoming computer users and by developing new job and academic related skills. The library staff will use its comprehensive knowledge to provide adequate access to research and information.

III.   Existing Technology and Services

Telecommunication service: The library has seven telephone lines. Three are voice lines, one is a fax line. Two lines are dedicated lines for Dynix Library Automation System modems. The final line is dedicated to fire security.

Technology available:
Hardware:1 IBM RS6000 Model F40(library circulation Main Frame loaded with Dynix software)
          13 staff PC's networked to library circulation system
          10 WYSE Public access terminals with access to library catalog

          9 Gateway E-4100/MA575 PC's networked for public access to Internet, word processing, spreadsheet programs, reference databases and printing

          4 Gateway E6000series PC's networked for public access to Internet, word processing, spreadsheet programs, reference databases and printing, 3 pair Labtec Elite 835 headphones

          1 Gateway 930 series content server with tape backup unit

          1 HP PC for word processing and printing

           3 Tbase 10 Hubs, terminal server, 2 modems, 4 laser scanners

          24-port Alied Telesyn 10/100 Base T Ethernet Switch, Cisco 2924 Catalyst Switch, 3COM Dual 56-K LAN modem, Cisco 1600 series and Cisco 2600 Series Routers
          A DELL Poweredge 2300 for WebPAC access is in place.

Printers: The library currently has a Tally T2155 for Dynix Automation; 1- HP LaserJet 4050N, 2-DeskJet 830C, 3-HP LaserJet 2300 for staff printing; HP LaserJet 4100N for public Internet printing

Software: The Library currently has 26 Windows XP, Dynix Library Automation System Release 191; WebPAC server software and miscellaneous server and workstation software. Microsoft

Streets & Trips, Encarta Reference Suite, Microsoft Scholastic's Magic School Bus.

Internet connection: Current internet connection is through the high speed internet network owned by American Fork City. There is no cost to the city departments. The city is connected to the Utah Valley Community Network, of which the Utah Education Network is a part.

Other: The library uses 1-Liebert UPS Online 1500VA, 1-Liebert UPS Online 1000VA, 1-APC Smart-UPS 700 (external); Sharp FO-5550 fax machine and miscellaneous components.

Technology support: One library staff member is the systems administrator to handle as many of the on-site problems as possible. American Fork City's newly formed technology department is available to assist with technical support beyond the library's capabilities. Dynix offers assistance over the telephone during office hours for library automation issues, support and upgrades as covered under an annual maintenance agreement.

IV.   Goals and Time Line

As a library, we will:
1.   Encourage computer literacy within our community
2.   Encourage our community to broaden their scope of knowledge and skills
3.   Provide access to the latest technology (as much as budget restraints will allow.)
4.   Provide our community with an awareness as to the vast resources available to them through computer access to the Internet and other communication tools
5.   Provide staff with education opportunities through practicum grants, UPLIFT classes, local classes and Utah Library Association workshops and purchase of training videos

YEAR 2005
Objectives:
1.   Bring WebPAC online - with new automation software
2.   Offer public and staff training in use of computer equipment and programs
3.   Develop library home page
4.   Review and upgrade Dynix automation system components
5,   Implement patron registration database program for Internet usage - with new automation software
6.   Review and upgrade library automation software - HORIZON or other - through grant application

YEAR 2006
Objectives:
1.   Review and upgrade WebPAC
2.   Keep printers and other technological items upgraded
3.   Review and upgrade Internet computer system components and software
4.   Continue staff and public training in expanded equipment
5.   Review Internet and Computer Use Policy

6.   Continue to upgrade library home page
7.   Review and upgrade Internet usage technology and database

YEAR 2007
1.   Review and upgrade WebPAC
2.   Continue to upgrade library home page
3.   Continue staff and public training in expanded equipment
4.   Review and upgrade Dynix automation software
5.   Review and upgrade Dynix automation system components

V.   Staff and Patron Training

The library staff is encouraged to attend ULA workshops and local classes for technology training. Training videos will be budgeted for to provide on-site training for both patrons and staff. The library staff currently assists patrons in their use of the Internet, reference databases and word processing. Free Internet classes have been planned and will be carried out this next year.

VI.   Evaluation

During 2004, the Dynix automation system components were upgraded as they were nearing EOL. This was done by purchasing 9 new PC's for the Internet system and recycling the old PC's into the Dynix system. Contacts have been made to work on bringing WebPAC online. The hardware for the revised Internet usage administration has been purchased and the software is in the process of adaptation for what is needed. The Library Board has reviewed the Internet Use Policy and presented it to the City Council. It was adopted as the Internet and Computer Use Policy on May 11, 2004. Review of this policy will now occur annually. The survey of patron responses has been concluded and the results are being used to review all services used by the library.

An effort will be made to periodically evaluate technology services offered to the community and users of the American Fork Library. The Library Board and staff constantly field suggestions and requests from the patrons. To keep abreast of technological advances, the library will work closely with the American Fork City technology department in assessing the current status of the library technology and determining how to proceed in the future. The expertise of this department will greatly enhance the efforts of the library staff as they strive to provide the latest information and technology for the demands of a growing patron base.

VII.   Budget

The American Fork Library is supported by monies from the General Fund of the American Fork budget. This comes from property tax assessment in the city. Additional funds come from The Friends of the Library and patron and business donations. American Fork City has been very generous in its support in providing, through the budgetary process, the funds to purchase computers and peripherals and software. Internet access is available through the City at no cost

to city departments.

The library will adjust its yearly budget to include for maintenance on the new systems and will plan for timely replacements of older hardware and software. The Library Board has committed to helping raise funds through fundraising efforts and applying for available grants. Application will be made for LSTA funds to upgrade library automation software and system components.

2005
Annual costs:
1.   System maintenance - $20,000
2.   Staff and patron training - $500
3.   Review and upgrade of Dynix automation software and server - $25,000 - possible use as matching funding for LSTA grant

2006
Annual costs:
1.   System maintenance - $20,000
2.   Staff and patron training - $500
3.   Review and upgrade Dynix system components - $13,000
4.   Review and upgrade staff and patron computer hardware and software - $13,000

2007
Annual costs:
1.   System maintenance - $20,000
2.   Staff and patron training - $500
3.   Review and upgrade of Dynix automation software and server - $25,000
4.   Review and upgrade of staff and patron computer hardware and software - $20,000

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